LOUISIANA TECHNOLOGY INNOVATION FUND
Fiscal Year 2002-2003

PROPOSAL

for the

Department of Health and Hospitals
Office for Addictive Disorders

Prepared by:

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February 20, 2002

I. PROJECT/INITIATIVE TITLE:

Office for Addictive Disorders Document Imaging Solution (OADDIS)

II. PROJECT LEADER:

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III. EXECUTIVE SUMMARY

The Office for Addictive Disorders (OAD) has worked actively to line up its technical infrastructure with the latest computer technology. OAD has a strong desire to improve its ability to manage its addictive disorders services by improving its access to and its utilization of the information. Most of the information received in OAD's Fiscal Administration Services Section is in the form of paper documents. Recently OAD have come together to discuss their document imaging needs. OAD has determined that there is a common interest in investigating the cost to provide imaging technology to store document images electronically to reduce paper, provide quick back-up and retrieval, reduce duplication and share a single source of information. An additional benefit is to reduce the amount of space required to physically store these documents.

In the past, many areas have shown interest in document imaging technologies. Implementing a digital processing system for large or complex processing environments involves more than just setting up hardware, installing software, and selecting options. Such environments typically require a professionally designed solution that addresses application-specific needs and objectives. OAD proposes to work with an imaging vendor to deliver exactly these types of solutions, providing expert guidance and support for all phases of custom processing system development.

The imaging vendor should have the capabilities to designing systems that can be expanded over time as their customer's business grows, but without losing the customer's original investment. The vendor should also provide a full line of records management equipment and supplies, in addition to an array of conversion services.

IV. DESCRIPTION OF THE PROJECT

A. Project Narrative

The purpose and objective of this project is to investigate and recommend a cost-effective proposal for providing a document imaging solution for the Fiscal Administration Services Section in OAD. The main purpose of this imaging solution is to provide electronic storage of documents to reduce the physical amount of paper and required storage in a given area. The ability to promote data integration, sharing, and reduce redundancy of document images is obviously an added benefit and objective.

The document imaging system should enhance document sharing and access to document images in a secured manner. Another part of the project objectives includes developing an understanding of the costs involved in providing this service in centralized environment versus a decentralized environment. Initially, the users of the imaging solution will be geared primary for the Fiscal Section, but later OAD hopes to incorporate imaging in other headquarter sections.

Some of the documents that come across the desk of the Fiscal Administration Services Section include: Ineligible Fee Report, Monthly Balance Control Report, Invoice, Pool Car Request forms, Purchase Order, Equipment Transfer forms, Equipment Surplus forms, Purchase Request forms, Driver Authorization, SECON Drug Screen Invoices, Motor Vehicle Daily Mileage Log (MV3), Request to Removed Property (BF11), Daily Mail in Log, Miscellaneous Checks, etc.

Many times Fiscal is called upon to produce several years of documentation to compare costs, for auditing purposes, prepare fiscal reports, etc. This is very time consuming because the individual has to physically gather the documents that are currently scattered in different areas of the office because of limited storage space. And because of a small working area, the individual can only keep present information in the file cabinets in the cubicle. Manpower is also an issue because one individual currently handles this function.

Some Benefits of implementing an imaging solution are:

- ?? Efficient use of existing infrastructure resources.
- ?? Standardized software and solutions.
- ?? If a centralized solution is possible, the cost for scanning hardware and application software support could be significantly reduced if managed centrally.
- ?? Promotes the efficient use of space.

B. Use of Innovative Technology

Any organization that generates forms or other paper and electronic documents at remote offices can reduce costs and accelerate customer service through distributed scanning. OAD realizes that no one company can provide everything, therefore they propose to use a vendor that has developed working relationships with other companies, vendors and consultants to provide the best possible solution for each individual client.

OAD has dialoged with several imaging vendor in regards to the best and latest imaging software. They propose to use the Ascent Capture Internet Server software produced by Kofax, a documents imaging company headquartered in Irvine, California. For more than 15 years, Kofax Image Products has been pioneering the way documents and data are scanned and captured. A leader and innovator in the imaging, workflow and document management industries, Kofax expertise can be found in thousands of installations around the world.

The Ascent Capture Internet Server adds Internet/intranet capabilities to Ascent Capture. It enables documents to be scanned inexpensively at remote sites, automatically downloaded to the central site, then automatically or manually synchronized with the server.

The Ascent Capture Internet Server eliminates the slow, costly shipping of documents and forms from remote offices to a central site for electronic capture and integration into corporate transaction, workflow and document management systems.

This is what Ascent Capture can do for OAD:

- Low ongoing cost through the use of standard Internet connections.
- Easy installation, since remote stations use standard copies of Ascent Capture and all configuration is controlled centrally, not at the remote sites.
- Better document integrity because paper documents never leave the originating office and can never be lost in transit.
- Fast access to data, since scanned images can be transmitted to the central site in real time and then released to your back-end system for immediate retrieval.
- Increased security because personnel outside the local site never handle documents.
- Capture enterprise documents and data anywhere in the world.
- Eliminate cost, speed, security and quality issues related to shipping or faxing documents for centralized capture.

- ?? Accelerate customer support by enabling instant access to customer records.
- ?? Provide an inexpensive and easy setup because of the consistent user interface and central administration.
- ?? Easily address low-to-high capacity needs without reconfiguration.

C. Multi-agency Application or Portability to Other Agencies

The State of Louisiana is currently focusing on Information Technology solutions in an effort to bring Louisiana to the forefront of being a High Technology State.

D. Benchmarking Partners and/or Best Practice References

None known.

E. Long-range Planning

- ?? Create a totally integrated computer system that will allow for accounts receivable, contracts, budget, etc.
- ?? Allow for electronic signatures on Purchase Orders.
- ?? Shared information among Fiscal Section staff.
- ?? Ability to have information accessible to upper management.
- ?? Remote access to system via Internet.

F. Performance Goal

The success of this OADDIS project will be measured:

- ?? By OAD Fiscal with the ability to manage resources in an effective and timely manner.
- ?? By the accuracy of information provided for comparing audits and budgets

?? By having a central composite of information from the desk of the Fiscal Administration Services Staff.

G. Technical Approach

1. *Technical Description* - The DHH WAN topology consists of T3, T1 and 56K data lines to the hub sites located in regions. Currently, OAD uses a combination of Token ring and Ethernet topology, but with funding from this initiative token will be eliminated. CISCO routers and switches are used to transmit data across the lines.

   OAD must comply with the DHH policies and standards since it operates as an office under the DHH umbrella. The DHH statewide WAN connects via high-speed routers to the major cities across the state and the computer application is protected behind a firewall for security. Currently, OAD has WANs and LANs set up in both headquarters and its major field locations. By utilizing the DHH network backbone, OAD saves thousands of dollars per month in pointless telecommunications expenses. This action also minimizes duplication.

   The software will be developed in Ascent Capture. Based on the parameters as outlined in section IV item A, OAD is convinced that the Ascent Capture suite of software products can provide an ideal and innovative imaging solution. OAD's favor with this suite of products are primarily based on three factors: (1) it is a modular system that can grow as OAD's imaging needs expand, (2) it is an integrated software which allows for bringing functions together, and (3) web accessibility for simple document retrieval will be provided through browse technology and a web server.

2. *Interoperability* - Problems with interoperability are not foreseen. The Internet is an open forum and provides access at a grand scale. OAD will not be running a closed, proprietary system. The system will be in modular-format, which will facilitate easy modification by any software development vendor.

3. *Scalability* - The Internet provides an open forum for growth and access for many users. The new OADDIS application will be tooled to support new directions.

4. *Maintenance* - OAD will have a maintenance contract with the applications developer to make the necessary on-going upgrades and enhancements to the software.

H. Implementation Approach

This OADDIS project requires specific steps to be implemented. Steps will be taken to address the problems and meet the identified needs as outlined in the schedule below. The aim is to prioritize those tasks that will bring forth the greatest instantaneous benefit.

Task/Milestone	Dates
Initial Kick off Meeting/Assessment of Needs	June 2002
System Design and mock up	July 2002
OAD Approval of Design	September 2002
Design Changes	September 2002
Test System Setup @ OAD	October 2002
Train Staff	December 2002
OAD Testing period/correct bugs from testing period	January 2003
OAD Testing of bug fixes	February 2003
End user Training	February 2003
Production system setup and data conversion	March 2003
Formal Closeout	June 2003

I. Assessment of Risks

Risks in doing projects are not null. Technology changes quickly, therefore obsolescence cannot be avoided. There are, however, limitations that could pose some risk to the success of this imaging project. They are as follows:

- Continued duplication of records and staff effort throughout OAD.
- Higher cost to OAD in owning disparate, heterogeneous systems.
- Facilitates sharing of information within and across offices.
- Current microfilming equipment is becoming obsolete.
- Savings in time by not having to have staff to look-up information.
- Departmental resources and central infrastructure resources will be used in multiple efforts to establish decentralized imaging solutions.
- Additional office space will need to be allocated as paper copies continue to grow.

J. Integration with Existing Technologies

None known.

K. Project Budget and Costs

1. Equipment

EQUIPMENT

Imaging Solution Hardware. Implement imaging solution hardware to move from file cabinet based storage of documents to computer-based storage of documents.

Color Printers. Provide for two network color-based printers.

Peripherals. Other computer hardware (i.e., DVD, zip drives, scanners, CD-RW).

Cost Summary:

Item	Quantity	Unit Price	Total
Imaging Solution Hardware			50,000.00
Color Printers	2	7,500.00	15,000.00
Peripherals			5,000.00
Total			**$70,000.00**

2. Software

SOFTWARE

Imaging Solution Software. Implement imaging solution software to move from file cabinet based storage of documents to computer-based storage of documents.

Training. Train staff on current software application.

Cost Summary:

Item	Quantity	Unit Price	Total
Imaging Solution Software			50,000.00
Training			10,000.00
Total			**$60,000.00**

3. Telecommunications

TELECOMMUNICATIONS

Cost Summary:

Item	Quantity	Unit Price	Total
Total			**$0.00**

4. Professional Services

PROFESSIONAL SERVICES

Imaging Vendor. Professional services to provide a comprehensive document imaging solution to OAD.

Cost Summary:

Item	Quantity	Unit Price	Total
Imaging Vendor			$50,000.00
Total			**$50,000.00**

5. Other Costs

OTHER COSTS

Misc. Funds to cover unforeseen expenses.

Cost Summary:

Item	Quantity	Unit Price	Total
Misc		5,000.00	5,000.00
Total			**$5,000.00**

V. FUNDING REQUESTED

FUNDING REQUESTED

Funding Category	Total Cost	Other Sources	Funding Requested
Equipment	$70,000	0	$70,000.00
Software	60,000	0	60,000.00
Telecommunications	0	0	0
Professional Services	50,000	0	50,000.00
Other	5,000	0	5,000.00
Total			**$185,000.00**

VI. COST/BENEFIT ANALYSIS

See Attachment I – OAD Fiscal Note.

VII. SIGNED STANDARD FORM

Cover letter attached.

ATTACHMENT I - OAD FISCAL NOTE **PAGE 1**
(Office for Addictive Disorders)

	Expenditure Increase (Decrease)		
STATE COSTS	**2002-03**	**2003-04**	**2004-05**
Personal Services			
Operating Services	$60,000	$10,000	$10,000
Professional Services	$50,000	$25,000	$25,000
Other Charges	$5,000	$10,000	$10,000
Equipment	$70,000		
Total State Exp.	$185,000	$45,000	$45,000

	2002-03		2003-04		2004-05	
PERSONNEL (By Classification)	**No. Pos.**	**Av. Sal.**	**No. Pos.**	**Av. Sal.**	**No. Pos.**	**Av. Sal.**

MEANS OF FINANCING FOR ABOVE EXPENDITURES

FISCAL YEAR	STATE GEN. FUND	AGENCY SELF GENERATED	RESTRICTED/ OTHER (specify)	FEDERAL FUNDS	LOCAL FUNDS
2002-03	$185,000				
2003-04	$45,000				
2004-05	$45,000				

Narrative Explanation of Expenditure Impact

1) Implementation Costs *N/A*

2) Source of Funds (Include any alternative sources that may be available) *None*

State all assumptions and show all calculations. If there is no fiscal impact, clearly and completely explain why.

[X] **See Continuation Sheet**

Revenue Increase (Decrease)

FISCAL YEAR	STATE GEN. FUND	AGENCY SELF GENERATED	RESTRICTED/ OTHER (specify)	FEDERAL FUNDS	LOCAL FUNDS
2002-03	$185,000				
2003-04	$45,000				
2004-05	$45,000				

Narrative Explanation of Revenue Impact

None, because the money is all state general funds.

State all assumptions and show all calculations. If there is no fiscal impact, clearly and completely explain why.

N/A

? **See Continuation Sheet**

CONTINUATION SHEET

EXPLANATION OF ESTIMATE:

EXPENDITURES: (Continued)

State all assumptions and show all calculations. If there is no fiscal impact, clearly and completely explain why.

FY 2002-2003

?? OAD assumes that this project of $185,000 will be funded in its ***entirety***.
?? Qualified professional vendor required to design and implement a total imaging solution.
?? The Imaging software solutions will allow quicker access to files that are operated throughout the Office, more storage space quicker response time to requested reports and allow co-workers access to files that are not available to them at the present time.
?? Funding of this $185,000 initiative will also provide an innovative imaging solution on the desks in the Fiscal Administration Services section, thereby eliminating the need for having scattered documents. The benefit from this is the time freed from having the staff enter data from a paper document as well as the margin of error minimizes.

FY 2003-2004

?? We are requesting an increase of $45,000.
?? As with any software, obsolesce is a problem, therefore we are requesting $10,000 in Operating Service for software upgrades as they become available.
?? Maintenance support is very crucial to any computer project's success, it is imperative that it is provided for in the beginning stage of the project. The $25,000 is instrumental in providing for that effort.
?? The $10,000 listed in the Other Charges is for supplies to support the imaging system.

FY 2004-2005

?? We are requesting an increase of $45,000.
?? As with any software, obsolesce is a problem, therefore we are requesting $10,000 in Operating Service for software upgrades as they become available.
?? Maintenance support is very crucial to any computer project's success, it is imperative that it is provided for in the beginning stage of the project. The $25,000 is instrumental in providing for that effort.
?? The $10,000 listed in the Other Charges is for supplies to support the imaging system.

CONTINUATION SHEET

REVENUES: (Continued)

State all assumptions and show all calculations. If there is no fiscal impact, clearly and completely explain why.

N/A

? **See Continuation Sheet**

NOTE: END OF LOUISIANA TECHNOLOGY FUND PROPOSAL ------ Fiscal Year 2002-2003.